

# Service Assessment Team

The Service Assessment Team was activated on May 4, 1999. Team members traveled to the Next Generation Radar (NEXRAD) Weather Service Forecast Office (NWSFO) Norman, Oklahoma, on May 5 and left on May 10. A team meeting and an overview of the event was held on May 5 with representatives from NWSFO Norman, Storm Prediction Center (SPC), Operational Support Facility (OSF) and National Severe Storms Laboratory (NSSL) in attendance. At that time it was learned that the emergency manager representative selected for the team was unable to participate. Four team members were designated to begin the Service Assessment in Oklahoma while the fifth was assigned to perform the Service Assessment in southern Kansas. To assist the team member in Kansas, the team leader and NWSFO Norman Meteorologist in Charge (MIC) coordinated with the OSF and selected an OSF individual to help with the Kansas Service Assessment. Before leaving Oklahoma, the team completed the first draft of the report. After completion of the field work, the team continued to gather information and collaborate on the findings before preparation of the final version of this Service Assessment.

The team was comprised of the following individuals:

<b>Ken Mielke</b>	Team Leader, MIC, NWSFO Great Falls, Montana
<b>Craig Edwards</b>	MIC, NWSFO Minneapolis, Minnesota
<b>Mike Foster</b>	Science and Operations Officer (SOO), NWSFO Fort Worth, Texas
<b>Larry Vannozzi</b>	Warning Coordination Meteorologist (WCM), NWSFO Lubbock, Texas
<b>Curtis Carey</b>	Southern Region Headquarters (SRH), Public Affairs Officer, Fort Worth, Texas

Other valuable contributors include:

<b>Gayland Kitch</b>	Director, Emergency Management and Communications, Moore, Oklahoma
<b>Dan Carey</b>	Safety and Emergency Management Director, Cleveland County, Oklahoma
<b>Randall Duncan</b>	Emergency Management Director, Sedgwick County, Kansas
<b>John Ferree</b>	OSF/Training Branch, Norman, Oklahoma (assisted the team with the southern Kansas Service Assessment and the writing of this report)

<b>Dennis Walts</b>	NWS Headquarters, AWIPS Program Office (APO), Boulder, Colorado
<b>William Lerner</b>	NWS Headquarters, Office of Meteorology, Silver Spring, Maryland
<b>Linda Kremkau</b>	NWS Headquarters, Office of Meteorology, Silver Spring, Maryland
<b>Robert Saffle</b>	NWS Headquarters, Office of Systems Development, Silver Spring, Maryland
<b>Jerry Stephens</b>	NWS Headquarters, Office of Systems Operations (OSO), Silver Spring, Maryland

The Service Assessment Team also acknowledges the valuable information provided by the staffs at NWSFO Norman, Oklahoma; NEXRAD Weather Service Office (NWSO) Wichita, Kansas; and the SPC.



The tornado, which hit Moore/Oklahoma City, Oklahoma, is shown here near Amber, Oklahoma, at 6:30 p.m. CDT, May 3, 1999. (Photograph courtesy of the Oklahoma Climatological Survey)

